

## **EXHIBIT C**



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## My home on Zillow is listed by my agent. How can I edit my listing?

1 year ago · Updated

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If your home is listed through your agent, any edits or updates need to be made directly on the listing source (MLS or broker feed) by your agent, not on Zillow directly. Those changes will reflect on Zillow when the feed refreshes, within 24 hours.

- You are not able to manually add or edit information on your listings that was provided from MLS feeds. You will be able to add a Zillow 3D Home tour and Interactive Floor Plan to your listings.
- **We can't manually edit the information that Zillow receives. It MUST be changed from the listing source and will auto-refresh.**

### The why

We simplified the way we collect listing data, moving from thousands of disparate data feeds to MLS Internet Data Exchange (IDX) feeds offered directly through MLSs to their members. Zillow joined MLSs across the country to switch to these feeds.

In doing so, we made changes to some of our Zillow Premier Agent product offerings. Some of these changes are necessary to comply with MLS rules, while others reflect innovations that aim to help evolve the real estate industry.

### Need help?

If you are experiencing any issues with your listing after speaking to your agent, please contact our Customer Support team through our [contact form](#).



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